

IN THE CLAIMS

Please cancel claims 1-16.

Please add the following new claims:

- 1 17. (New) A method for a first business entity to provide maintenance and service for a
2 network-based supply-chain framework between at least two other independent business entities
3 such as service providers, vendors, resellers, manufacturers and the like, comprising:
4 causing a first business entity using a network to:
- 5 (a) receive at least one notice for recommended maintenance and service from at least one
6 manufacturer which uses a network;
- 7 (b) receive at least one request for maintenance and service from at least one service provider
8 which uses the network;
- 9 (c) schedule maintenance and service using the at least one notice and the at least one
10 request;
- 11 (d) transmit the schedule to at least the one manufacturer and the one service provider;
- 12 (e) monitor operation of entities selected from the group consisting of server processes, disk
13 space, memory availability, CPU utilization, access time to a server, and a number of
14 connections in a network-based supply chain for efficient system operation and problem
15 prevention;
- 16 (f) update items selected from the group consisting of merchandising content, currency
17 exchange rates, tax rates, and pricing in the network-based supply chain at predetermined
18 intervals;
- 19 (g) synchronize external data stored separately from the network-based supply chain with
20 internal data stored on the network-based supply chain in order to make the external data
21 accessible to the rest of the network-based supply chain system;
- 22 (h) manage contact information received from users of the network-based supply chain to
23 allow responses to user feedback; and
- 24 (i) alter the items based on profiles of the users of the network-based supply chain.

- 1 18. (New) A method as recited in claim 17, further comprising the first entity using the

2 network to perform load balancing services that initiate and stop processes as utilization levels
3 vary in the network-based supply chain.

1 19. (New) A method as recited in claim 17, wherein the step of managing the contact
2 information includes tracking responses to the users of the network-based supply chain.

1 20. (New) A method as recited in claim 17, wherein one of the items altered based on the
2 profiles of the users includes price, and the price is altered to reflect a discount assigned to the
3 user.

1 21. (New) A method as recited in claim 17, further comprising the first business entity using
2 the network prior to the synchronization of the external data to perform a search for the internal
3 data in the network-based supply chain.

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1 22. (New) A system for a first business entity to provide maintenance and service for a
2 network-based supply-chain framework between at least two other independent business entities
3 such as service providers, vendors, resellers, manufacturers and the like, comprising:
4 circuit logic for causing a first business entity using a network to:

5 (a) receive in at least one notice for recommended maintenance and service from at least one
6 manufacturer which uses a network;

7 (b) receive at least one request for maintenance and service from at least one service provider
8 which uses the network;

9 (c) schedule maintenance and service using the at least one notice and the at least one
10 request;

11 (d) transmit the schedule to at least the one manufacturer and the one service provider;

12 (e) monitor operation of entities selected from the group consisting of server processes, disk
13 space, memory availability, CPU utilization, access time to a server, and a number of
14 connections in a network-based supply chain for efficient system operation and problem
15 prevention;

16 (f) update items selected from the group consisting of merchandising content, currency
17 exchange rates, tax rates, and pricing in the network-based supply chain at predetermined

- 18 intervals;
- 19 (g) synchronize external data stored separately from the network-based supply chain with
- 20 internal data stored on the network-based supply chain in order to make the external data
- 21 accessible to the rest of the network-based supply chain system;
- 22 (h) manage contact information received from users of the network-based supply chain to
- 23 allow responses to user feedback; and
- 24 (i) alter the items based on profiles of the users of the network-based supply chain.

1 23. (New) A system as recited in claim 22, further comprising circuit logic for the first entity

2 using the network to perform load balancing services that initiate and stop processes as

3 utilization levels vary in the network-based supply chain.

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1 24. (New) A system as recited in claim 22, wherein the step of managing the contact

2 information includes tracking responses to the users of the network-based supply chain.

1 25. (New) A system as recited in claim 22, wherein one of the items altered based on the

2 profiles of the users includes price, and the price is altered to reflect a discount assigned to the

3 user.

1 26. (New) A system as recited in claim 22, further comprising circuit logic for the first

2 business entity using the network prior to the synchronization of the external data to perform a

3 search for the internal data in the network-based supply chain.

1 27. (New) A computer program embodied on a computer readable medium for a first

2 business entity to provide maintenance and service for a network-based supply-chain framework

3 between at least two other independent business entities such as service providers, vendors,

4 resellers, manufacturers and the like, comprising:

5 a code segment for causing a first business entity using a network to:

6 (a) receive in at least one notice for recommended maintenance and service from at least one

7 manufacturer which uses a network;

8 (b) receive at least one request for maintenance and service from at least one service provider

- 9 which uses the network;
- 10 (c) schedule maintenance and service using the at least one notice and the at least one
- 11 request;
- 12 (d) transmit the schedule to at least the one manufacturer and the one service provider;
- 13 (e) monitor operation of entities selected from the group consisting of server processes, disk
- 14 space, memory availability, CPU utilization, access time to a server, and a number of
- 15 connections in a network-based supply chain for efficient system operation and problem
- 16 prevention;
- 17 (f) update items selected from the group consisting of merchandising content, currency
- 18 exchange rates, tax rates, and pricing in the network-based supply chain at predetermined
- 19 intervals;
- 20 (g) synchronize external data stored separately from the network-based supply chain with
- 21 internal data stored on the network-based supply chain in order to make the external data
- 22 accessible to the rest of the network-based supply chain system;
- 23 (h) manage contact information received from users of the network-based supply chain to
- 24 allow responses to user feedback; and
- 25 (i) alter the items based on profiles of the users of the network-based supply chain.

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1 28. (New) A computer program embodied on a computer readable medium as recited in

2 claim 27, further comprising a code segment for the first entity using the network to perform

3 load balancing services that initiate and stop processes as utilization levels vary in the network-

4 based supply chain.

1 29. (New) A computer program embodied on a computer readable medium as recited in

2 claim 27, wherein the step of managing the contact information includes tracking responses to

3 the users of the network-based supply chain.

1 30. (New) A computer program embodied on a computer readable medium as recited in

2 claim 27, wherein one of the items altered based on the profiles of the users includes price, and

3 the price is altered to reflect a discount assigned to the user.

1 31. (New) A computer program embodied on a computer readable medium as recited in
2 claim 27, further comprising code segment for the first business entity using the network prior to
3 the synchronization of the external data to perform a search for the internal data in the network-
4 based supply chain.

